

CTS Advisory Council

December 5, 2012
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting and welcomed Steve Young (DNR) to the Council.

Attendees: Sue Langen (DSHS), Cathy Munson (LSC), Mike McVicker (ESD), Ron Seymour (DFI), Doug Hoffer (DOC), Debbie Stewart (ECY), Steve Young (DNR), David Sorrell (DOR), Dan Mercer (CTS), and Rob St. John (CTS).

Guests: Bruce Shurtz (CTS), Laura Parma (CTS), Heidi Brownell (CTS), Karen McLaughlin (CTS), and Wendy Huff (CTS)

Draft Initiatives Document

Heidi Brownell (CTS) provided an overview of the draft CTS Initiatives document. The document is broken down into sections that include: New Service Inquiries; Review CTS Service Catalog; State Data Center Projects; Improved Customer Service; Define Organizational Priorities; Support OCIO IT Strategies; and Internal Project Portfolio.

The purpose of the document is to provide Council members and the CIO community a look at the initiatives CTS' is working on and current progress. The document provides a high-level view of the tasks associated with the initiatives, it is not an all-inclusive list.

Christy Ridout (CTS) asked for comments and stated the idea is to have the document be a communication tool for agencies.

Council members liked the document and noted that it will help agencies to know what CTS is working on as it provides a quick glance of the initiatives and progress. They liked the format, level of detail, and having a contact person listed.

Comments from Council members included:

- Right on target, the initiatives document will assist in having conversations within the agency - and how to leverage it – great internal communication.
- Fantastic – the initiatives document could be sent to their managers – it is a quick glance.
- Appreciates the draft initiatives documents – it will assist

other agencies to know what CTS is working on – level of detail is good.

- High-level is good - good to have a contact person listed.

Suggestions:

- Locate the document in a prominent location within CTS' website.
- Add a sentence description to describe each initiative and provide a link to additional information if appropriate.

Christy Ridout (CTS) asked the members to think about additional information they would like to have included in the document.

Service Inquiry Request Process

Christy Ridout (CTS) provided additional background on the service inquiry request process. She stated that CTS is still experimenting with the process and how best to get an assessment of the service requests being presented. At the meeting, each Council member was asked to provide feedback on the proposed services:

- 1) CIO, are you interested YES/NO
- 2) If yes, rate your interest 1-5 (low to high)
- 3) If yes, are you willing to be a pilot participant or early adopter YES/NO

Christy Ridout (CTS) asked Council members to continue to provide feedback and CTS will continue to refine the process.

Wi-Fi Service Inquiry Request

Bruce Shurtz (CTS) provided an overview of the Wi-Fi Service.

Mike McVicker (ESD) commented that CTS should consider providing access in common areas such as in the parks between OB2 and Maple Park. This would require ruggedized access points. It was suggested this might be a feature to be considered after critical mass is met.

Council members were asked to provide input regarding their agency interest in this service. This table reflects the input for Wi-Fi:

| Agency | Rate of Interest (1-5) | Pilot Participant |
|--------|------------------------|-------------------|
| LSC | 5 | Yes |
| DOR | 5 | Yes |
| ECY | 5* | Maybe |
| DOC | 5 | Yes |
| ESD | 4 | No |

| | | |
|------|------|-----|
| DFI | 3 ** | |
| DNR | 5*** | Yes |
| DSHS | 5 | Yes |

* Only if Capitol Campus is included.

** Would need to be able to trade out other vendor equipment purchased but not yet implement.

*** Yes – would need to have costs to share/compare at DNR and the other NRB building agencies.

Action Items

Bruce Shurtz (CTS) will follow-up with Debbie Stewart (ECY) concerning Ecology's Wi-Fi access points.

Christy Ridout (CTS) will follow-up on the discussion about achieving critical mass in the offering.

GAL Sync Service Inquiry: Conceptual Design

Karen McLaughlin (CTS) reported on the Global Address List Synchronization (GAL Sync) Service Inquiry.

Council members made the following suggestions:

- Package the materials to include information on other functionality available in FIM such as automated password resets and distribution list management.
- Provide more details on the various cost model options presented.
- Provide communication to other agencies on the cost and benefits.

Council members were asked to provide input regarding their agency interest in this service. This table reflects the input for GAL Sync:

| Agency | Rate of Interest (1-5) | Pilot Participant |
|--------|------------------------|-------------------|
| LSC | 5 | Yes |
| DOR | 3 | No |
| ECY | 4 | No |
| DOC | 3 | No |
| ESD | 5* | Yes |
| DFI | 5 | Yes |
| DNR | 3 | No |
| DSHS | 4 | No |

* If Leg is using it

RMS Service Inquiry:

Karen McLaughlin (CTS) provided additional information that

Follow-Up

CTS has learned regarding RMS. The next step is to develop a conceptual design and provide a high-level estimate of costs.

Council members were asked to provide input regarding their agency interest in this service. This table reflects the input for RMS:

| Agency | Rate of Interest (1-5) | Pilot Participant |
|--------|------------------------|-------------------|
| LSC | | |
| DOR | 4 | No |
| ECY | | |
| DOC | 5 | No |
| ESD | 5 | Yes |
| DFI | 5 | No |
| DNR | 3 or 4 | No |
| DSHS | 5 | Yes |
| LNI | * | Yes |
| DOH | * | Yes |

** Agency representative wasn't in attendance, interest was shared via email.*

ADFS Update

Wendy Huff (CTS) reported that ADFS has been implemented in production. Rate for ADFS is \$0.12/FTE added to the current EAD rate. The next steps are to enable federation for Apptio users and validate the onboarding procedures. CTS also provided a document that outlines information helpful when preparing and RFP for a SaaS solution requiring federation.

Action Items

Agenda items Lync Service Inquiry Request and SharePoint Service Inquiry will be added to the next meeting's agenda.

Next Meeting

TBD (January 3, 2013)*
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA

* Council members where ask if they would like to move the January 3, 2013 meeting out by a week. Please send your response to Christie Turner.